



# CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Job Title: Customer Service Representative (Fair)

Job Code: FR118

Pay Grade: 15

Effective Date: October 2007

FLSA: Non-Exempt

Revision Date: March 2014

## NATURE OF WORK

Under close supervision, provides customer service on behalf of the Lewis County Southwest Washington Fair and Expo Center; and performs a variety of clerical functions in support of departmental operations.

## ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists customers at the public counter; responds to public inquiries regarding departmental programs, services, policies, processes, and procedures.
- Answer multi-line telephone, route calls to appropriate destination, take messages, answer questions, and provide information to callers.
- Processes applications for vendor spaces for fair and interim events.
- Assists with the updating of the Fair's website.
- Prepares correspondence, memorandums, mailing list, schedules, forms, flyers, address labels, contracts, and agreements.
- Data entry into spreadsheets and specific fair software.
- Collects and receipts payments for Fair Office including but not limited to Fair and Concert Tickets, Parking, Camping, RV Storage and Interim Event Rentals. This includes cash handling and credit cards sales.
- Deposit daily revenue received and creates transmittal for Treasurer's office.
- Assist with monthly sales tax report.
- Assists with preparation and setting up of various meetings.
- Assists Fair Manager with a variety of projects and activities for the Southwest Washington Fair.
- Prepares and maintains departmental forms, records, reports, files, and/or other documentation.

## WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is mostly performed in a standard office environment and at the public counter; subject to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

Occasionally some time is spent on the Fairgrounds showing buildings, setting up meetings or delivering items.

**EMPLOYMENT STANDARDS:**

High School Diploma or G.E.D. equivalent; AND two (2) year's customer service and/or general office experience.

**KNOWLEDGE AND SKILLS:****Knowledge of:**

- County policies and procedures.
- Customer service principles, protocols, and standards.
- General office practices and equipment.
- Standard computer software applications.
- Cash handling principles and practices.
- Departmental operations relative to area of assignment.

**Skills in:**

- Coordinating and performing a variety of customer service functions.
- Responding to public inquiries and providing information regarding departmental services, programs, policies, and procedures.
- Processing departmental transactions.
- Preparing and maintaining departmental records, files, and documentation.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, and the general public.
- Communicating effectively verbally and in writing.